Bangalore Electricity Supply Company Limited

(Wholly owned Government of Karnataka Undertaking)

Email: gmit@bescom.co.in

Office of the
General Manager (ICT & MIS)
5th Floor, Belaku Bhavana,
BESCOM Corporate Office,
K.R Circle Bangalore –560001

AMENDMENT TO ADDENDUM/ADDENDUM

Sub: Issue of amendment to addendum w.r.t the tender: "Selection of Agency for Implementation of Centralized Ticketing Tool under RAPDRP/IPDS Framework"

Ref:
1. Tender Enquiry No. BESCOM/2026-27/SE0456 dated 27.04.2026
2. Pre-Bid Meeting held on 13.05.2026 at 11:30 AM at Office of GM(ICT&MIS).
3. Addendum/Clarifications issued vide BESCOM/IT/DGM5(A-08)/2/2025-ITMS/I/233707/2026 dated 26.05.2026

A. AMMENDMENT TO ADDENDUM:

As existing:

SL NO	Clause No.	Requirement Description	Documents to be uploaded
1	1.4 ELIGIBILITY CRITERIA (11)	The proposed ITSM solution shall support and align with ITIL 4 best practices and shall possess a valid assessment/certification from an authorized agency for a minimum of 11 relevant ITSM processes. Further, the OEM shall possess ISO 27034 certification to ensure application security compliance.	Valid certificate/assessment report from an authorized agency for compliance of the proposed ITSM solution for a minimum of eleven (11) relevant ITSM processes aligning with ITIL 4 best practices. Valid ISO 27034 certificate from the OEM as on the date of submission of bids.

As amended:

SL NO	Clause No.	Requirement Description	Documents to be uploaded
1	1.4 ELIGIBILITY CRITERIA (11)	The proposed platform and associated service management processes shall align with ITIL® 4 best practices.	The bidder/OEM shall submit a self-declaration confirming compliance/ alignment of the proposed solution with applicable ITIL 4 service management principles and practices.

B. ADDENDUM:

SL NO	Clause No.	Requirement Description	Documents to be uploaded
1	1.4 ELIGIBILITY CRITERIA (12)	The proposed solution must execute all business logic natively via the RDBMS.	OEM declaration and Topology diagram.

Except for the amendments/clarifications issued through this addendum, all other terms and conditions of the RFP/Tender document shall remain unchanged and shall continue to be applicable.

Digitally signed by
CHINTAMANI KRISHNAPPA SREENATH
Date: 23-06-2026 16:46:54

General Manager (ICT&MIS)
BESCOM